

Communication in the Police Environment

Hours 1-12 Recruit Training Participant's Guide

Contents transposed from:
VERBAL JUDO, Tactical Communications for Law Enforcement
The Verbal Judo Institute, Inc.
George J. Thompson, Ph.D., President and Founder

Definition of Verbal Judo

Tactical

Judo

JU= _____

DO= _____

Verbal Karate

vs.

Verbal Judo

**The mastery of communication by redirecting behavior with words
Redirection rather than _____**

A _____ Art



- **Traffic stop of conversation with irate motorist**

- **What did you like about the trooper's performance?**
- _____

- **What didn't you like about the trooper's performance?**
- _____
- _____

Questions to ask?

- 1. Where does the driver work?**
- 2. What is his financial situation?**
- 3. What is his educational background?**
- 4. What are his political beliefs?**
- 5. Where was he going?**



Hour Two

- **Why use verbal judo?**
- **Concern for public image**
- **Primary goals of law enforcement**
- **Force options**

GOALS OF THE COURSE

Benefits of verbal judo?

What's in it for you”?

- 1. Officer safety**
- 2. Enhance professionalism**
- 3. Decreased citizen complaints**
- 4. Decrease liability**
- 5. Lessen personal stress on job**
- 6. Court power**
- 7. THE PROFESSION OF LAW ENFORCEMENT**

High Visibility

Quick Decisions shoot don't shoot

Codified Body of Knowledge

Imminent Jeopardy - I.A.M.O.

Preclusion no choice

Continuous Training

Adapt to Change

Ethical Standard of Conduct

Licensed; Badge A Symbol Of _____

GOAL OF LAW ENFORCEMENT

Gentle art of persuasion generates:

G

V

C

Three constant threats to police officers

I

L

S

Four options for a subject

- **F** _____
- **F** _____
- **S** _____

- **Surrender** _____

FORCE OPTIONS FOR POLICE

- 1. Professional Presence**

- 2. Words (S.A.F.E.R.)**

- 3. Empty (open) Hand Control**

- 4. Toys (Artificial Incapacitators)**

- 5. Stick (Impact Weapons)**

- 6. Deadly Force.**

**Voluntary compliance is preferred
method to avoid threats to officer**

PROFESSIONAL FACE

PERSONAL FACE

Professional face

Personal face

LEE=

DYKWIA=



CONFLICT=



“mushin”

Habit of Mind

“mu =

shin”=

DIS=

INTEREST=

REspect vs. respect

Re _____

Respect _____

Principles of DisInterest

-Always Keep _____

***-Always Treat Others As You Would Want To Be
Treated. ..*** _____

-Never Inflate People _____

-Flexibility is _____

-Rigidity is _____

-Redirect _____



Tactical Communication Techniques

.....

➤ Deflection phrases

React=

Respond=

“I ‘preciate that, but . . .”

“I understan’ that, but . . .”

“I hear that, but . . .”

“I got that, but . . .”

“I’m sorry you feel that way, but . . .”.

Spring Board Technique



If it feels good – NO GOOD!

- It Disempowers _____
- It Sounds _____

Three Principles of Verbal Judo

.....

Say What You Want,

I Have The Last ACT

REspect Vs. _____

Three Kinds of People

Nice

Difficult

Wimps

Remember:

- **You Must Be Skillful With All Three**
- **Never judge a book by its cover!**

A video recorded from a
squad car camera. Dealing
with a wimp turns ugly.



Tactical 8 Step Car Stop

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Tactical 8 Step Meet and Greet

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Review of Hours 1 thru 6

- Verbal Judo
- Six Benefits
- Primary goal of law enforcement?
- Four force options
- Five force options
- Mushin
- Professional/personal face
- Three types of people
- Springboard technique
- Four examples of a verbal deflector
- Words to right of deflection phrase
- Tactical eight step

Hour 7: Eleven Things We Never Say

.....

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

11. _____

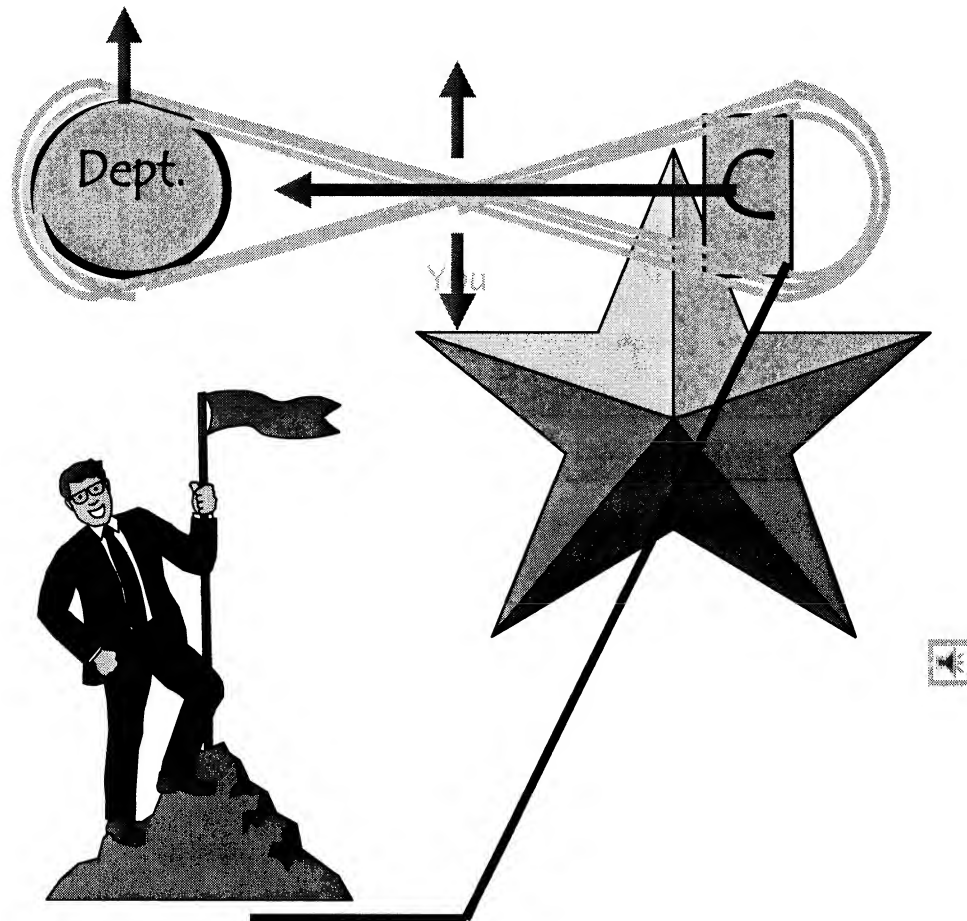
The Contact Professional

In Contact With _____

In Contact With _____

In Contact With _____

The Art of Representation

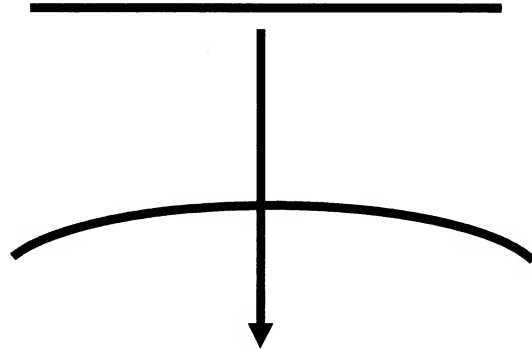


Fishbowl Theory

Know Your Weaknesses



Hot Buttons
or
Triggers



Two Street Truths

1.

2.

5 Step Hard Style

1. _____

2. _____

3. _____

4. _____

5. _____

5 TIMES WHEN WORDS FAIL

1. S

2. A

3. F

4. E

5. R

- **When others are in jeopardy ACT**
 - **Your Property is threatened ACT**
 - **Personal zone is violated (situation)**
 - **Subject tries to flee scene ACT**
 - **Excessive repetition without compliance ACT**
 - **Higher priority occurs then act ACT**
-

WOOSHA

Win

Only

On

Secret

Hidden

Agenda

END OF Course Hour